

S PEREGRINE  
S1 12300 PEREGRINE  
?  
S S1 AND (TROUBLE (S) TICKET)  
12300 S1  
321383 TROUBLE  
194082 TICKET  
3807 TROUBLE(S) TICKET  
S2 129 S1 AND (TROUBLE (S) TICKET)  
?

?  
S S2 NOT PY>1999  
129 S2  
9564360 PY>1999  
S3 95 S2 NOT PY>1999  
?

RD S3  
...examined 50 records (50)  
...completed examining records  
S4 55 RD S3 (unique items)  
?

S S4 AND CONTRACT?  
55 S4  
3297827 CONTRACT?  
S5 5 S4 AND CONTRACT?  
?

5/3,K/1 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01403861 00054848

**Help desks get center stage**

Gillooly, Caryn

Informationweek n620 PP: 24 Mar 3, 1997

ISSN: 8750-6874 JRNL CODE: IWK

WORD COUNT: 383

TEXT: Headnote:

Vendors unveil new support systems and customer contracts

The help desk, traditionally a behind-the-scenes IT support function, is moving closer to...

...product. Both versions offer a Web interface and the ability to access a database of trouble - ticket information.

The CA rollout is one example of software for helping end users report computer...

... installing CA's Unicenter management platform last year but already had help-desk products from Peregrine Systems Inc. After a six-month comparison, it determined that the two products performed equally well. "The Unicenter help desk won over Peregrine because everything was integrated," says Dennis Fishback, the Richmond, Va., utility's manager of IT...

5/3,K/2 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00637756 92-52696

**Asset Management**

Emmett, Arielle

Computerworld v26n31 PP: 83-87 Aug 3, 1992

ISSN: 0010-4841 JRNL CODE: COW

WORD COUNT: 2421

ABSTRACT: Software packages, such as Computer Associates International Inc.'s CA-Netman, IBM's Information/Management, Peregrine Systems Inc.'s Peregrine Network Management System, and Legent Corp.'s IS Inventory and Asset Manager, among others, have...

...TEXT: that.

Packages such as Computer Associates International, Inc.'s CA-Netman, IBM's Information/Management, Peregrine Systems, Inc.'s Peregrine Network Management System and Legent Corp.'s IS Inventory and Asset Manager, among others, have...

... store it in a database. The following features are increasingly being incorporated into these systems:

\* Contract administration, including linking parts and serial numbers with financial information on equipment leases, expiration dates...may finally solve the problem of populating an inventory database by dumping

product, order and contract records directly into a data center asset management system. Ideally, the electronic link would be...

...version of IBM's Information/Management plays a role as a repository for change and trouble - ticket information.

"I'm very disappointed in Info/Man," Solomito says. "If the product would provide..."

COMPANY NAMES:

... Peregrine Data Systems Inc

**5/3,K/3 (Item 1 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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07053013 Supplier Number: 58379642 (USE FORMAT 7 FOR FULLTEXT)

**Framework Offensive!(Enterprise systems management)(Company Operations)**

Whiting, Rick

Software Magazine, v18, n15, p24

Nov, 1998

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; General Trade

Word Count: 3871

... Software's Patrol application and database management system, Intel's LANdesk desktop asset management program, Peregrine Systems' Service-Center help desk software, and others. "The primary focus was to improve the...install new or upgraded software on these desktops, a job the utility had to pay contractors as much as \$400,000 to perform -- for each deployment. And Winters believes the remote...When Patrol detects problems or "events," it alerts the Tivoli console and also generates a trouble ticket for the Peregrine Systems' help desk system, which is also plugged into the framework.

Computer Associates, in contrast...

**5/3,K/4 (Item 2 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)

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06762614 Supplier Number: 56954776 (USE FORMAT 7 FOR FULLTEXT)

**Peregrine Systems Forms Alliance with Mitsubishi Electronics America; Integrated Enterprise Applications to Be Developed.**

PR Newswire, p0650

Oct 27, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 679

(USE FORMAT 7 FOR FULLTEXT)

**Peregrine Systems Forms Alliance with Mitsubishi Electronics America; Integrated Enterprise Applications to Be Developed.**

TEXT:

SAN DIEGO, Oct. 27 /PRNewswire/ -- Peregrine Systems(R), Inc. (Nasdaq: PRGN), the leading provider of Infrastructure Management software for the Infrastructure...

...Electronics America, Inc. today announced an alliance partnership to deliver Enterprise Applications Integration solutions for Peregrine

Systems ServiceCenter(TM). As a Peregrine Systems Technology Connections Alliance(TM) Partner, BID will adapt its MELBA (Multi-Enterprise Links By ...

... is the first enterprise application integration system of its kind to be selected for the Peregrine Systems alliance program. The solution will enable Peregrine Systems customers to exchange service desk information with their customers, vendors, outsourcing contractors and application service providers in real-time, over private extranets or the Internet. For example, opening a trouble ticket on the internal service desk could automatically open a corresponding ticket on an outsourcing contractor 's help desk, speeding response time and eliminating duplicated effort.

MELBA will automatically detect new...

...reporting on status until the incidents are resolved. Further details about MELBA integration solutions for Peregrine Systems products will be announced at a later date.

" Peregrine Systems is very pleased to have Mitsubishi Electronics America as a technology partner," said Glenn Hewson, Peregrine Systems, director, alliance programs. "MELBA's multi-enterprise capabilities will enable our customers to extend...

...MELBA will support additional front-end applications and ERP packages such as Oracle Financials.

About Peregrine Systems:

Peregrine Systems is the leading provider of Infrastructure Management solutions. True Infrastructure Management unites the unique...

...the Enterprise Service Desk, Asset Management, Facilities Management and Fleet Management through common shared data. Peregrine Systems solutions address all aspects of organizational infrastructure, from information technology, including both computers and...

...impact of events and change upon the investment decisions of a company.

Founded in 1981, Peregrine Systems is headquartered in San Diego, California with offices throughout the United States as well...

...the United Kingdom, Belgium, Canada, France, Germany, Denmark, Italy, Japan, Netherlands, Sweden, Australia and Singapore. Peregrine Systems also has alliance partners and distributors located throughout these regions and in Latin America. More information on Peregrine Systems is available on the World Wide Web at <http://www.peregrine.com>.

About Mitsubishi Electronics America, Inc.

Headquartered in Cypress, Calif., Mitsubishi Electronics America, Inc. (MELA...

...of Mitsubishi Electric Corporation of Tokyo. For additional information, visit <http://www.mitsubishielectric-usa.com>.

Peregrine Systems and ServiceCenter are registered trademarks and Peregrine Systems ServiceCenter is a trademark of Peregrine Systems, Inc. All other trademarks are the property of their respective owners.  
COMPANY NAMES: Mitsubishi Electronics America Inc.; Peregrine Systems Inc.

5/3,K/5 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06423444 Supplier Number: 54938063 (USE FORMAT 7 FOR FULLTEXT)

**Business Neurology 101.**

Friesen, Brandon; Jainschigg, John

Computer Telephony, v7, n6, p58

June, 1999

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 6661

... approaches to what the bigger players offer in modular form: Help Desk, Problem Management/Resolution, Trouble - Ticket initiation/management/close-out, etc.

**TERMS, TERMS, TERMS**

The huge product roundup that follows, written...option 4.0, a web-enabled problem management and support solution. AHD 4.0 has trouble - ticket , workflow, and knowledge management capabilities. You can access AHD via desktop GUIs and/or a...an "external/internal Help Desk module." It does the likes of call management, performance analysis, contract administration, field service, inventory logistics, repair center and financial management operations for service organizations.

Folks...

...OLAP) app that holds info about the enterprise and lets users analyze info about service contracts , service orders and help desk data.

Typical pricing for a 20-seat license for Foresight...sales contact, customer access over the web, a call center, or indirectly through partner channels.

**PEREGRINE SYSTEMS**

No doubt a market leader in the internal help desk arena, Peregrine Systems' (San Diego, CA -- 619-481-5000 / 800-638-5231, [www.peregrine.com](http://www.peregrine.com)) ServiceCenter is a suite of modules that focus on interrelated events occurring throughout the...

...end user GUI, and a process-modeling engine that facilitates intelligent communication between the two.

Peregrine covers everything a help desk could ask for: Service management, problem management, problem resolution, change...

?

Set	Items	Description
S1	164	TROUBLE (S) TICKET (S) OUTSOURC?
S2	31	S1 NOT PY>1999
S3	15	RD S2 (unique items)
?		

3/3,K/1 (Item 1 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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01758770 04-09761

**Reduced ownership costs key to competitiveness**

Liebmann, Lenny

Communications News v36n1 PP: 14-16 Jan 1999

ISSN: 0010-3632 JRNL CODE: CNE

WORD COUNT: 988

...TEXT: that can be valuable not only to corporate users, but also to a variety of outsourcers and network service providers. It's a Java applet that acts as a sort of technician's "work ticket "-capturing cost events such as trouble fixes or routine maintenance. These cost events can be flexibly assigned to any resource or...

3/3,K/2 (Item 2 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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01610317 02-61306

**Avoiding headaches: How to evaluate your remote network management provider**

Pojman, Bob

Network World v15n14 PP: 33 Apr 6, 1998

ISSN: 0887-7661 JRNL CODE: NWW

WORD COUNT: 738

ABSTRACT: Companies that outsource the management of their networks should think about these items when evaluating their network management...

... 90% of the time, and each month the provider should document as part of a trouble ticket history report the percentage of proactive notification.

3/3,K/3 (Item 3 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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01544691 01-95679

**Software releases address support**

Torode, Christina

Computer Reseller News n765 PP: 65, 70 Nov 24, 1997

ISSN: 0893-8377 JRNL CODE: CRN

WORD COUNT: 499

...ABSTRACT: touting new wares aimed at the channel. Software Artistry Inc. has developed SA-Expertise for Outsourcing, which is designed to increase outsourcers' customer service and support capabilities through transparent trouble - ticket transfer and management of multiple service levels between different databases, in addition to integration of...

...TEXT: products designed to support VARs' service deployment foundations.

Software Artistry's new SA-Expertise for Outsourcing is designed to increase outsourcers' customer service and support capabilities through transparent trouble - ticket transfer and management of multiple service levels between different databases, in addition to integration of...

3/3,K/4 (Item 4 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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01342168 99-91564

**Soothing support headaches**

Kerr, Deborah

Informationweek n599 PP: 90-92 Sep 30, 1996

ISSN: 8750-6874 JRNL CODE: IWK

WORD COUNT: 1263

...TEXT: uses Remedy's Action Request System to track calls for 1,300 local users.

Autodesk outsources network monitoring to Hewlett-Packard, which also uses Remedy. That means Autodesk and HP can share information about problems. "If we see a problem, I enter a trouble ticket here and it goes into [HP's] system. They see it and call me back...

3/3,K/5 (Item 5 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00845250 94-94642

**The technology tango: Until users know the steps, they won't dance**

Morency, John

Network World v11n14 PP: 91 Apr 4, 1994

ISSN: 0887-7661 JRNL CODE: NWW

WORD COUNT: 796

...TEXT: managers, platform and object distribution offer minimal short-term benefits.

In the case of network outsourcing, however, we have a different story. Until now, ENMSes have largely been deployed within a...

... house staff. But when some or all of the management of an enterprise network is outsourced, maintaining real-time problem awareness and service dispatching may require extending the current model to incorporate interenterprise distributed management platforms that support automated alarm and trouble - ticket generation. This model can be particularly effective in supporting outsourcing arrangements in which a shared risk/reward structure has been established to optimize the quality of service provided by the outsourcer. In this case, distributed platforms and objects can make a lot of sense.

The interesting...

3/3,K/6 (Item 1 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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06762614 Supplier Number: 56954776 (USE FORMAT 7 FOR FULLTEXT)

**Peregrine Systems Forms Alliance with Mitsubishi Electronics America; Integrated Enterprise Applications to Be Developed.**

PR Newswire, p0650

Oct 27, 1999



Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 679

... solution will enable Peregrine Systems customers to exchange service desk information with their customers, vendors, outsourcing contractors and application service providers in real-time, over private extranets or the Internet. For example, opening a trouble ticket on the internal service desk could automatically open a corresponding ticket on an outsourcing contractor's help desk, speeding response time and eliminating duplicated effort.

MELBA will automatically detect...

3/3,K/7 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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06410863 Supplier Number: 54876825 (USE FORMAT 7 FOR FULLTEXT)  
**Outtasking: A Custom Fit; Midsize users adopt it for net management.(Fresh America uses NetSolve's ProWatch network management service)(Company Business and Marketing)**  
Lais, Sami  
Computerworld, p43(1)  
June 14, 1999  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 282

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...s outtasking. Outtasking lets a company decide which aspects of network management it wants to outsource. And unlike outsourcing, which often means layoffs, "with outtasking, it's more you're off-loading management of ...

...time window on how his 16-site, frame-relay network is doing. "If there's trouble, he can see the [trouble] ticket; he can watch us work the ticket," said Craig S. Tysdal, president of NetSolve. If Fresh America doesn't get a minimum...

...Tysdal said. Dan Amedro, CIO at real estate firm Archstone Communities in Denver, considered large outsourcers to build and maintain a network that connects PCs at 250 sites. But he opted...

3/3,K/8 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05410436 Supplier Number: 48209210 (USE FORMAT 7 FOR FULLTEXT)  
**The Outsourcing Ring Takes More Than Guts**  
Neil, Stephanie  
PC Week, p065  
Jan 5, 1998  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Tabloid; General Trade  
Word Count: 1332

... Campbell has a better grasp of his network requirements.

Campbell suggests formalizing the reporting of trouble - ticket and follow-up calls to gain a clear grasp of the scope of the problem and how an outsourcing partner can help. Based on his experience, Campbell was able to develop a comprehensive responsibility...

3/3,K/9 (Item 4 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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05023253 Supplier Number: 47375936 (USE FORMAT 7 FOR FULLTEXT)

**Banks: Pause to Rethink the Logic of Outsourcing**

Nobs, Charles H.

American Banker, p56

May 12, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 738

... new employees, all climbing several learning curves simultaneously.

Cost remains one of the top priorities. Outsourcers will have trouble meeting customers' expectations for efficiency going forward. While revenues are exploding across the outsourcing industry, profit margins are thin and have declined at some of the major players. Further...

...International Data Corp., a market research firm, finds an average of 36 percent of an outsourcing contract and 25 percent of a systems integration contract involves subcontractors. And labor costs are...

...to escalate beyond inflation. For many services, it's unclear how the future cost of outsourcing could possibly remain below that which a corporation could achieve in-house. CONSOLIDATION PRESSURE. Complexity and continuity are also areas for concern. The promise of outsourcing has always been that qualified contractors will manage the appointed tasks, develop a keen understanding...

...Co. With business volatility at an historic high, complexity and continuity risks escalate with big- ticket outsourcing, especially when contract service firms are also experiencing consolidation pressure.

Outsourcing is now embedded in...

3/3,K/10 (Item 5 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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04591378 Supplier Number: 46750382 (USE FORMAT 7 FOR FULLTEXT)

**Soothing Support Headaches -- IS managers are turning to help-desk software to ease the support burden**

InformationWeek, p90

Sept 30, 1996

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Tabloid; General Trade

Word Count: 1270

... uses Remedy's Action Request System to track calls for 1,300 local users.

Autodesk outsources network monitoring to Hewlett-Packard, which also uses Remedy. That means Autodesk and HP can share information about problems. "If we see a problem, I enter a trouble ticket here and it

goes into [HP's] system. They see it and call me back...

3/3,K/11 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

09013858 SUPPLIER NUMBER: 18729556 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**LANDesk management package promises to aid help desk staff.**  
Venetis, Tom  
Computer Dealer News, v12, n18, p61(1)  
Sep 5, 1996  
ISSN: 1184-2369 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 688 LINE COUNT: 00055

... them to provide clients with remote support services using the Internet. Companies could use the trouble ticket feature for submitting problems to an outsourced reseller who then provides the remote diagnostics and support.

"We are also working on a...

3/3,K/12 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

06354672 SUPPLIER NUMBER: 13716158  
**PacBell blends mgm't tools for outsourcing service. (Pacific Bell)**  
Fisher, Sharon  
CommunicationsWeek, n450, p69(1)  
April 19, 1993  
ISSN: 0746-8121 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

...ABSTRACT: management applications are being used to monitor and control the networks. Most of the businesses outsource network services to PacBell because of the high cost of managing their own networks. However...

...OpenView, Isicad Inc's Command data management software and Remedy Corp's Action Request System trouble - ticket software. Network repairs are designated to third-party vendors. PacBell then tracks the status of...

3/3,K/13 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

05905460 SUPPLIER NUMBER: 12268138 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Carrier capabilities for managing international data networks. (includes related information on outsourcing) (Column)**  
Farabelli, Michael  
Business Communications Review, v22, n6, p19(5)  
June, 1992  
DOCUMENT TYPE: Column ISSN: 0162-3885 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT  
WORD COUNT: 3236 LINE COUNT: 00272

... treat voice bits and data bits the same.

7. Finally, users should require MNS and outsourcing vendors to disclose their total quality management (TQM) program, or its equivalent mechanism, to ensure...

...one seasoned network manager put it: If I get a voice outage I write a trouble ticket ; if I get a data outage, I write a disaster ticket .

Conclusion

The growth in international managed data networks is being driven by the globalization of...

3/3,K/14 (Item 1 from file: 275)

DIALOG(R) File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

02089153 SUPPLIER NUMBER: 19665576 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Away with mundane tasks: American Paging punches in outsourcing to keep in-house staff focused. (Company Operations)**

Morrissey, Jane

PC Week, v14, n32A, p7(1)

July 30, 1997

ISSN: 0740-1604 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 779 LINE COUNT: 00066

...ABSTRACT: tolerant network. American Paging will have to decide how much of its network it will outsource . Unisys is physically checking each device on the network and plans to submit a proposal for services. American Paging selected Unisys because the latter offers a global service, employing one trouble - ticket system for tasks throughout the world. Unisys' services cost less than operating the network internally.

3/3,K/15 (Item 2 from file: 275)

DIALOG(R) File 275:Gale Group Computer DB(TM)

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01918015 SUPPLIER NUMBER: 18134301 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Help desk software. (eight help desk software packages are presented) (Product Information)**

Network VAR, v4, n3, p53(2)

March, 1996

ISSN: 1082-8818 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1486 LINE COUNT: 00132

TEXT:

...to help desk software is two-fold provide help desk solutions to customers and provide outsourced customer support. Help desk solutions run the technological gamut, from automating basic trouble ticket and call management processes to providing sophisticated, automated problem resolution and systems management across the...

?

Set	Items	Description
S1	164	TROUBLE (S) TICKET (S) OUTSOURC?
S2	31	S1 NOT PY>1999
S3	15	RD S2 (unique items)
?		